

ISUZU

00V-258.002

Campaign Service

BULLETIN

IMPORTANT SERVICE
INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL



SB00-11-S007

BULLETIN NUMBER:
SB00-11-S007

ISSUE DATE:
OCTOBER 2000

GROUP:
BODY

CERTIFICATION LABEL PAYLOAD INFORMATION INCORRECT SAFETY CAMPAIGN 00V-258

SUV

CAMPAIGN IDENTIFICATION NUMBER

Number 00V-258 has been assigned to this campaign. This number will appear on all communications and documentation of any nature dealing with the campaign.

AFFECTED VEHICLES

2000 Hombre (TH) vehicles with the following VIN range: Y8700002 through and including Y8703732

SERVICE INFORMATION

CONDITION

Some vehicles were built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle is loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the customer expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

CORRECTION

A new label is to be installed on the driver's door, directing customers to their

owner's manual for payload information. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent with installation instructions directly to customers of record. Customers may install the label on the driver's door. However, if they desire, they may take the label to their dealer for installation.

DEALER RESPONSIBILITY

Isuzu dealers **must** service all affected vehicles at **no charge to the owner**, regardless of mileage, age of vehicle, or ownership.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at a dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before selling or releasing the vehicle.

All unsold new vehicles in dealer's possession and subject to this campaign **must** be held and repaired per the service procedure in this Campaign Bulletin **before** customers take possession of their vehicles.

This Service Bulletin is intended for use by professional, qualified technicians. Attempting repairs or service without the appropriate training, tools, and equipment could cause injury to you or others and damage to your vehicle that may cause it not to operate properly.



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OWNER NOTIFICATION

American Isuzu Motors Inc. (AIMI) will send a notification letter to owners of affected vehicles already retailed (*See Enclosed Copy*). Dealers should follow up with vehicle owners by sending a Campaign Reminder Notice (AIMI SVCF-1062) to all vehicle owners listed in the AIMI Campaign Report AWS 123-1A. Dealers may obtain these postcards from their Regional Office.

SERVICE PROCEDURE

The preferred area of installation of the label is beneath the certification label, however, if this is not possible due to the presence of another label, install the label as near to the certification label as possible.

1. Open the driver's door and clean the surface with a suitable solvent (50% ISO-Propyl Alcohol, FS 1062 Hi-Flash Naptha or equivalent) and dry with a clean cloth.
2. Firmly hold the label and peel the protective liner from the backside of the label being careful not to touch or contaminate the adhesive by allowing any dirt or foreign matter to come in contact with the adhesive.

3. Carefully align the label to the surface of the driver's door. Press firmly and smooth out the label on the door surface. (Figure 1)

NOTE: The label must be uniformly bonded to the entire surface.

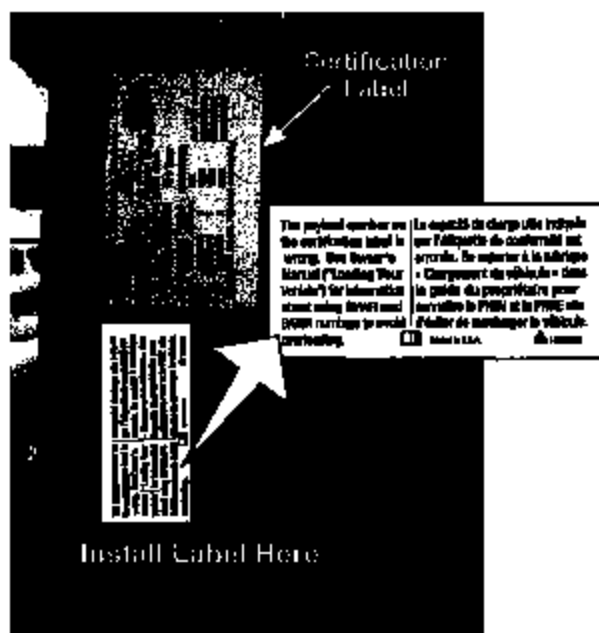


Figure 1: Driver's door

PARTS INFORMATION

Part Number	Description	Quantity Required
GM#15062-693	Label; Correction	1

For additional labels, please contact the Isuzu Care Team at 1-800-643-4070, ext.: 407 and mention GM label # 15062-693.

WARRANTY CLAIM INFORMATION

Use the following *new* labor operation:

Operation	Operation Number	Task	Time	Additional Instructions
Install Label	11B4555	INSTALL	0.3	

Use Trouble Code 07 (Campaign Bulletin) for this Labor Operation.
Labor Time includes administrative time allowance.

WARRANTY CLAIM SUBMISSION INFORMATION

For your convenience please use the following information when submitting your warranty claim:

LABOR OPERATION:	11B4555
LABOR TIME ALLOWED:	0.3
TROUBLE CODE:	N/A
SUBLET CODE:	N/A
SUBLET ALLOWANCE:	N/A
FAILED PART NUMBERS:	GM#15062-693

NATIONAL SERVICE DEPARTMENT

SB00-11-S007

Dear Isuzu Hombre Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

❑ What Is the Condition?

General Motors has determined that a defect relating to motor vehicle safety exists in certain 2000 Model Year Hombres. These vehicles were built with incorrect payload information on the vehicle certification label, located on the driver's side door panel. The payload shown on the label is greater than the maximum validated payload. If the vehicle is loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the driver expects. This may result in loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

❑ What Will Be Done:

A new label directing you to your owner's manual for payload information must be installed on the driver's door of your vehicle. Since a new label can be easily installed, and to reduce possible inconvenience to you, we are enclosing a label and instructions for installing the label. However, if you desire, you may take the label to your Isuzu dealer for installation. This service will be performed for you at no charge.

If you choose to install the label yourself, please advise Isuzu that you have received and installed the label. You may do so by returning the attached post card, by calling the Isuzu Care Team at 1-800-643-4070, ext.: 407, or by e-mail to isuzucareteam@americanisuzu.com. Additional labels can also be obtained through the Isuzu Care Team.

If you prefer to have an Isuzu dealer install the label, please contact an authorized Isuzu dealer to schedule an appointment. Present this letter or reference Campaign 00V-258. Your dealer will affix the label for you at no cost. The earliest date your Isuzu dealer can make this correction is October 20, 2000. Isuzu estimates that the repair will take approximately 15 minutes. To locate the Isuzu dealer nearest you, or if you have any questions regarding this matter, please call the Isuzu Care Team at the number referenced above.

If you believe that the condition has not been or cannot be addressed within a reasonable time, you may contact:

**National Owner Relations Department
American Isuzu Motors Inc.
13340 183rd Street
Cerritos, CA 90702-8007**

After contacting your Isuzu dealer, the National Office or the Isuzu Care Team Line with any problems, if you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call 1-888-DASH-2-DOT (1-888-327-4236).

We are sorry for this inconvenience; however, in the interest of your safety, it is very important that you affix the sticker to your vehicle or bring your vehicle in to your Isuzu dealer as soon as possible.

Sincerely,

AMERICAN ISUZU MOTORS INC.

IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

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